

**Patterson,Robert (HHSC)**

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**From:** Sherry Tenison <[REDACTED]>  
**Sent:** Tuesday, December 06, 2016 9:26 PM  
**To:** Panjwani,Sonya (HHSC)  
**Subject:** Re: HTW billing

Thank you so much for investigating the issue. This is Sherry Tenison. We have been told so many different things by thmp . I really don't think anyone knows what happened. How ever when the Hedi group mentioned that other clinics under her umbrella have also been getting denials -it made me wonder if there had been some type of mix up. Also one of the thmp reps kept telling us because we were under family planning we had to bill under that. We couldn't get her to understand its our HTW claims that have all of a sudden started to be denied-and HTW has nothing to do with family planning. We are weeks without payment...I have been seeing HTW patients for years without any problems- now all of a sudden all claims rejected. It has to be related to the Hedi group, thats the only thing I can come up with the than someone has changed something and no one knows what was changed. Im in need of payment, I can't continue to see HTW patients without payment. Praying you can resolve the issue.

Once again,  
Thanks

Sherry Tenison

On Tuesday, December 6, 2016 1:26 PM, "Panjwani,Sonya (HHSC)" <Sonya.Panjwani@hhsc.state.tx.us> wrote:

Good afternoon Aida,

I'm sorry you all have been receiving denials for your HTW claims. We are currently looking into the issue and will let you know when we determine what is causing the denials.

Thank you for your patience,

Sonya Panjwani  
Program Coordinator - Healthy Texas Women  
Women's Health and Education Services | Health and Human Services  
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Austin, TX 78756  
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[sonya.panjwani@hhsc.state.tx.us](mailto:sonya.panjwani@hhsc.state.tx.us)

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**From:** Waeltermann,Suzanne (HHSC)  
**Sent:** Tuesday, December 06, 2016 12:39 PM  
**To:** Relph,Kim H (HHSC) <Kim.Relph@hhsc.state.tx.us>; Aida Sus <twhcaida@gmail.com>  
**Cc:** Sherry Tenison <[REDACTED]>; Boehm,Sherlena (HHSC)  
<Sherlena.Boehm@hhsc.state.tx.us>; Panjwani,Sonya (HHSC) <Sonya.Panjwani@hhsc.state.tx.us>  
**Subject:** RE: HTW billing

Good afternoon,

Sherlena Boehm and Sonya Panjwani are the HHSC HTW contacts and I have included them on this email.

Thanks,

Suzanne Waeltermann  
Program Specialist, HHSC Family Planning  
[Suzanne.Waeltermann@HHSC.State.Tx.Us](mailto:Suzanne.Waeltermann@HHSC.State.Tx.Us)

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**From:** Relph,Kim H (HHSC)  
**Sent:** Tuesday, December 06, 2016 11:22 AM  
**To:** Aida Sus <[twhcaida@gmail.com](mailto:twhcaida@gmail.com)>; Waeltermann,Suzanne (HHSC)  
<[Suzanne.Waeltermann@hhsc.state.tx.us](mailto:Suzanne.Waeltermann@hhsc.state.tx.us)>  
**Cc:** Sherry Tenison [REDACTED]; Laosebikan,Camille (HHSC)  
<[Camille.Laosebikan@hhsc.state.tx.us](mailto:Camille.Laosebikan@hhsc.state.tx.us)>  
**Subject:** RE: HTW billing

Suzanne, I know you don't have much to do with HTW claims, but thought maybe you could shed some light here. Thank you.

Kim Relph, Contract Specialist  
Health & Human Services, Austin TX  
Medical & Social Services Division  
Women's Health & Education Services  
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phone: 512-776-6443

**From:** Aida Sus [<mailto:twhcaida@gmail.com>]  
**Sent:** Tuesday, December 06, 2016 11:15 AM  
**To:** Laosebikan,Camille (HHSC) <[Camille.Laosebikan@hhsc.state.tx.us](mailto:Camille.Laosebikan@hhsc.state.tx.us)>; Relph,Kim H (HHSC)  
<[Kim.Relph@hhsc.state.tx.us](mailto:Kim.Relph@hhsc.state.tx.us)>  
**Cc:** Sherry Tenison [REDACTED]  
**Subject:** HTW billing

Good Morning,

Ms Tenison wanted me to let you know that, we are having problems billing HTW. We have not changed billers or billing company's. We use NueMD billing system. We started getting denials stating that we were using the wrong form our system uses the CMS1500 they are asking that we use the 2017 form.

The only time we use the 2017 form is to bill FP though TMHP and have had no problems. I have been working with people at TMHP and the Heidi group. But no one has a solution. In speaking to the Heidi group yesterday Carol stated that we are not the only ones in her group who are having problems.

So Ms Tenison is concerned that some how her TPI has been mixed up. I hope that we can get this cleared up soon.

Some of the denials say we are missing Clia and Lab info, I have verified with TMHP that everything is current and on file.

Any help or guidance is greatly appreciated.

Please let us know what we need to do.

Here are some examples,

10-28	100 020 030 201630685958948
10-17	100020030201630084507668
10-26	100020030201630285208530
11-10	100020030201632692519227
11-21	100020030201632893194152
11-16	100020030201632692518333

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Thanks Aida

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